



User Guide

BT Videophone 1000



Welcome...

to your BT Videophone 1000

- Colour screen with digital camera for video calls
- Select the type of view you prefer for video calls
- Privacy shutter temporarily blocks off the camera so your video caller cannot see you
- Secrecy button to temporarily switch off sound and vision
- Easy to use on-screen menus
- Make and receive calls handsfree
- Easy BT Broadband Talk connection via a router/hub
- Record and set your own ringtones, wallpaper images and photos
- 255 Entry phonebook for your most frequently used names and numbers
- Copy numbers from a SIM Card
- Automatic check for software updates. Your phone will download new features and functions as soon as they are available. For information, visit www.bt.com/broadbandtalk/video

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in ‘Getting Started’, on the next few pages.

Need help?

If you have any problems setting up or using your BT Videophone 1000, contact the Helpdesk on 0800 028 3228

Alternatively, you may find the answer in ‘Help’ at the back of this guide.

Got everything?

- BT Videophone 1000
- Mains power adaptor
- Ethernet cable
- User guide and Quick start guide

To use your BT Videophone 1000 you will need:

- Broadband line (minimum 512kbps)
- Router/hub with a spare Ethernet socket
- BT Broadband Talk account
- Your Broadband Talk telephone number and password supplied by BT

To subscribe to BT Broadband Talk go online to www.bt.com/broadbandtalk or call 0800 800 150 from another phone

In this guide

Getting started

Location	6
Setting up	6

Getting to know your phone

Buttons	10
On-screen menu	12
Display icons	12
Navigating the menus	13
Character map	14
Choose text type	14
Symbols	14
Privacy shutter	13
Menu map	14

Using the phone

Make a video call	15
Receiving a video call	16
Adjust the screen layout during a call	16
Take a picture of your caller ..	17
Access the phonebook during a call	17
Adjust the refresh rate during a call	18
Display technical information during a call	18
Make a voice call	19
Preparatory dialling	19
Options during a voice call ..	19
Make a handsfree voice call ..	20
Switch between receiver and handsfree	20
End a call	20
Receive a voice call	20
Redial	21

Secrecy	21
Adjust volume during a call ..	21

Phonebook

Opening the phonebook ...	22
Add a new entry	22
Dial from the phonebook ...	24
Search for an entry alphabetically	24
Edit an entry	24
Delete an entry	25
Assign a ringtone and image to an entry	25
Copy entries from a SIM card ..	26

Calls lists

Open calls list menu	27
Missed calls	27
Received calls	28
Dialled calls	29
Delete Calls list	30

BT Services

1571 Answer service	31
BT 118500 directory enquiries	31
Display my number	31
Withhold my number	31
Using the BT Services menu ..	31

Images & Sounds

Open the Images & Sounds menu	32
Take a photo	32
Using the photo gallery	32
Using videophone images ...	33

Record an audio clip	34
Using recorded audio clips . . .	34
Deleting all clips in an Images or Sounds folder	35

Camera

Take a photo of you or your caller	36
Select picture quality	37

Phone settings

Open the phone settings menu	38
Set ringer melody	38
Set ringer volume	39
Wallpaper	39
Menu colour	40
Screen saver	40

Technical

View technical details	41
----------------------------------	----

Software upgrades

Automatic checks	42
Check for software updates manually	42
If the software download fails	42

Reset

Reset phonebook	43
Reset phone settings	43
Reset phone system	43

Video settings

Open the Video settings menu	45
Video call view	45
Refresh rate	46

Network settings

Open the network settings menu	47
IP Address	47
Bandwidth profile	47
Custom	48
Service re-registration	48

Alarm clock

Open the Alarm clock menu . .	49
Set reminder alarm call	49
Set reminder alarm call & add a note	49
When the alarm goes off . . .	49
Delete alarm call	49
Switch alarm off	50
Switch alarm on	50

Help

General information

Safety information	53
Cleaning	53
Product disposal	54
Guarantee	54

Technical information

R&TTE	55
For your records	55
Declaration of Conformance	55

6 Getting started

Location

Place your BT Videophone 1000 base within 2 metres of a mains power and router/hub, so that the cables will reach.

Place the telephone on a smooth surface and if possible on a non-slip base.

WARNING

Do not place your BT Videophone 1000 in the bathroom or other humid areas.

Which socket?



Power socket



Ethernet socket

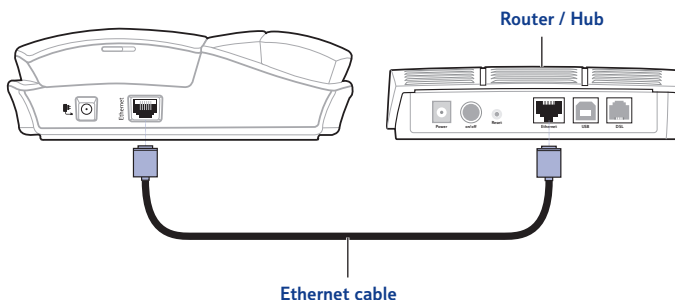
Setting up

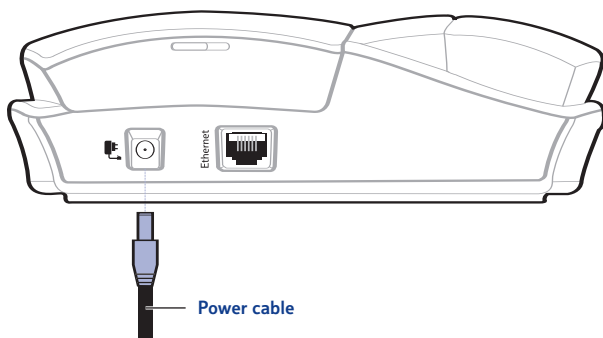
Have your BT Broadband Talk user name and password ready.

If you have not set up a BT Broadband Talk account yet, you can subscribe by calling BT on 0800 800 150 or go online at www.bt.com/broadbandtalk.

If you cannot register at this time, switching off the mains power will mean your phone will re-start with the Welcome screen when you switch the power back on. Or if you exit the registration, press the option button under **Register** to restart.

1. Plug the Ethernet cable into the back of your BT Videophone 1000 and plug the other end into the socket at your router/hub.





2. Plug the mains power cable into the back of the BT Videophone 1000. Plug the power adaptor into the mains wall socket and switch the power on. The Welcome screen will be displayed.

Welcome screen



Please have your BT Broadband Talk account details ready

1. Press **Yes**, then press **Register**. Your phone will:
 - perform a cable connection/network check.
 - perform a software update check. (This may take a few minutes. Any new software found will be downloaded.)
 - restart automatically after downloading the software and go back to the Welcome screen.

8 Getting started

2. When you see **Please enter your BT Broadband Talk account details**, press **OK**.
3. Enter your BT Broadband Talk telephone number and press **OK**. If you make a mistake use  and  to position the cursor, if necessary, then press **DELETE** to delete the digit.
4. Enter your password and press **OK**.
5. Your BT Videophone 1000 checks that these details are correct.
6. A welcome message is displayed.
7. Press **OK**. The display reverts to the idle screen and the telephone number and a green tick is displayed to show the connection is enabled. The time and date should be updated automatically within 5-10 minutes. You are now ready to make and receive video calls.

Entering your BT Broadband Talk number and password

If you subscribed to BT Broadband Talk on line, you will have created your own “friendly password” and if you signed up via BT 150 then a password will have been created for you. This information will have been provided with your new telephone number via an email. Passwords are case sensitive so make sure you are using the correct upper and lower case letters. To switch between upper and lower case letters and numbers, press . Indication is given on the screen of the current case.

Cable connection problem?

Make sure the Ethernet cable is connected correctly and that your router/hub is plugged into the broadband phone line.

Check that your broadband line is working. If you can access the internet on a computer connected to the same router, then it is probably working correctly.

Now press **Try again**.

If you still cannot connect, make sure you are entering your BT Broadband Talk account details correctly. Your number starts with 056. There are no spaces between the digits. Passwords can include numbers and letters and are case sensitive. To switch between upper and lower case letters and numbers, press **#**. Indication is given on the screen of the current case.

If you continue having problems with the cable or Broadband connection, call the BT Videophone 1000 Helpdesk on 0800 028 3228.

Automatic updates

If upgrades are available they will be automatically installed and the phone will automatically re-register with the Service.

Getting to know your phone

NAVIGATION
Enables you to move through the different menus.
In standby, press Down to view details of Received calls and press Up to open the Redial list.
During a call, press UP/DOWN to adjust the volume.

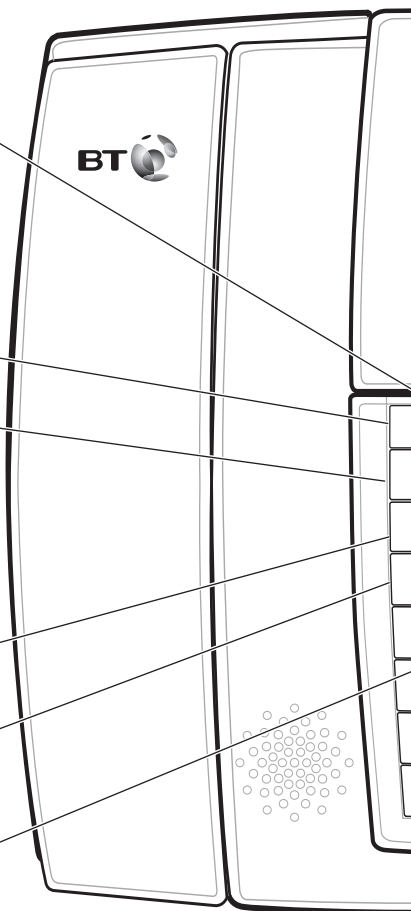
OPTIONS
Selects on screen options.

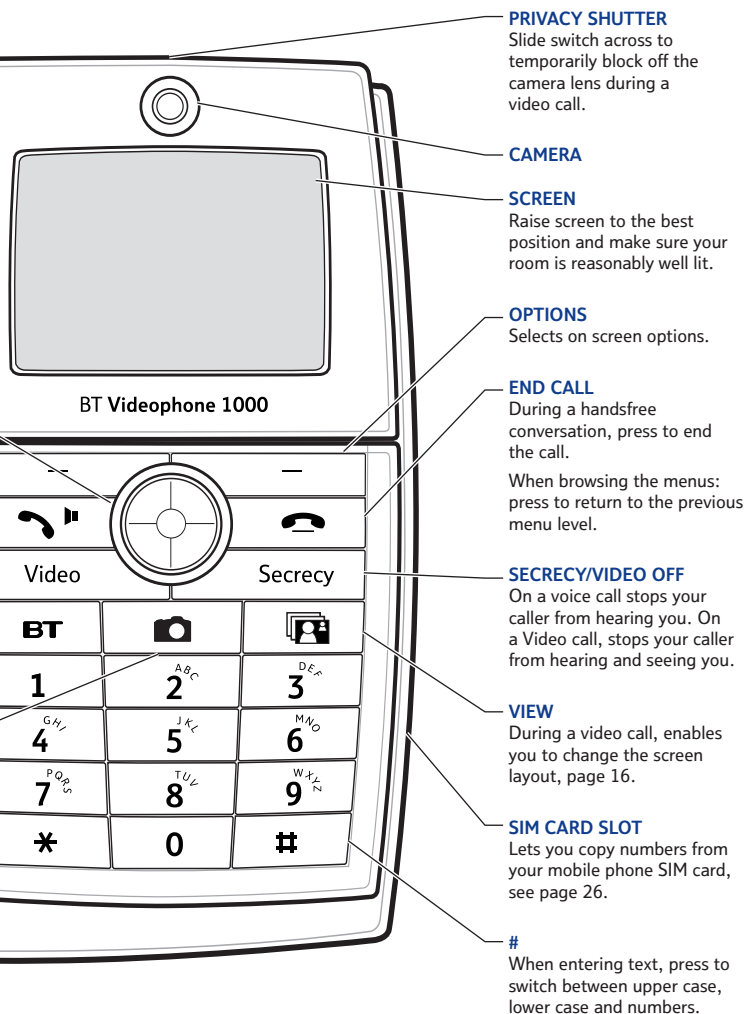
TALK
Used to start voice calls in Handsfree.
Press to switch the loudspeaker on for handsfree dialling and conversations.
During a call via the handset, press Handsfree to switch the call to the loudspeaker.

VIDEO
Press to start a video call or answer an incoming video call.

BT
Gives you quick access to a range of BT Services including directory enquiries, page 31.

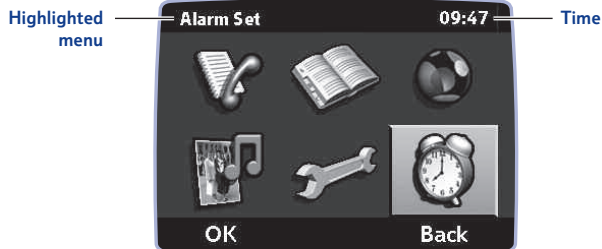
CAMERA
Gives direct access to camera menus. In standby mode, used to take a picture, page 36. On a video call, lets you take a picture of your caller, page 36.





12 Getting to know your phone

On screen menu



Calls list

Calls list with details of missed, received and dialled calls.



Phonebook

Opens the phonebook.



BT Services

Lets you access pre-stored network services.



Images & Sounds

Access images, sounds and videos stored on your BT Videophone 1000.



Settings

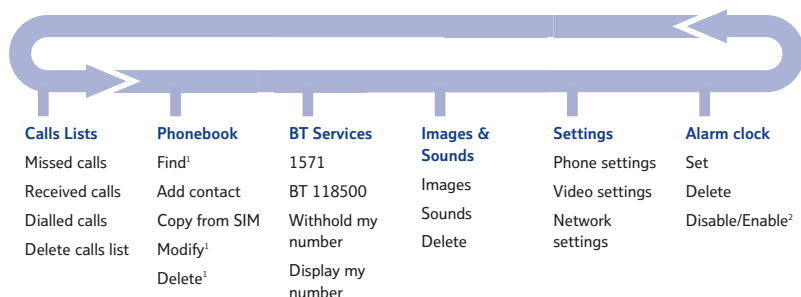
Select your personal preferences for your phone, video and connection settings.



Alarm Clock

Set a reminder alarm call with written details.

Menu map



¹ Only available when there are entries stored in the phonebook

² Only available when the Alarm is set

Navigating the menus

Your BT Videophone 1000 has a simple on screen menu.

Each menu has a list of options, which you can see above.

When the videophone is switched on and in standby:

1. Press **MENU** to open the main menu.
2. Use the  button to highlight the menu you want and press **OK**.
3. *When the menu item you want is displayed, press:*

OK to select the highlighted option.

BACK or  to return to the previous level.

 or  to scroll through the list of options.

 Press *and hold* to return to the standby screen.

14 Getting to know your phone

Character map

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the phonebook, see page 22.

Button	Upper case	Lower case
	SPACE 0 _ \ + = / \ < > %	SPACE 0 _ \ + = / \ < > % 0
	. , ? ! 1 - @ " : ; ()	. , ? ! 1 - @ " : ; ()
	A B C 2 À Á Ä Ç ª	A b c 2 à á ä ç ª
	D E F 3 È É Ê Ë €	d e f 3 è é ê ë €
	G H I 4 Ì Í Î	g h i 4 ì í î
	J K L 5 £	j k l 5 £
	M N O 6 Õ Ö Õ Ñ °	m n o 6 ò ó ô õ °
	P Q R S 7 \$	p q r s 7 \$
	T U V 8 Ù Ú Û	t u v 8 ù ú û
	W X Y Z 9	w x y z 9

Choose text type

To change between Lower Case, Upper Case and first letter in Upper Case, press  when entering text. The modes are abc, ABC, Abc and 123.

Symbols

To enter a symbol, press the  button. The following symbols are available.

. , ? ! " ' @ : ; () / \ & * # [] { } % - + = > < ~ ^ _ € £ ¤ ¥] â † [¤

Privacy shutter

During a video call you can temporarily block of the camera by pulling the privacy shutter across the lens. Slide it back when you want your caller to see you again.

The Privacy shutter does not cut off the sound. To cut off the sound as well as the vision, see Secrecy, page 21.

Using the phone

Video calls

Make a video call

Make sure the screen and camera is positioned so you can be seen. Make sure the Privacy shutter is open.

Enter the number and then press .

Or

To make the call handsfree, enter the number, press  then .

The number is dialled and you see your image on the dialling screen. Providing the person you are calling also has a compatible video phone, and answers their phone in Video mode, you will be able to see each other.

If the person you are calling does not have a videophone, the call is automatically connected as a voice call.

- During a video call, press **Options** menu to scroll  or  and select from:

Phonebook – press **OK** to open the Phonebook.

Refresh Rate – press **OK** to adjust the fluidity of the image you see.

Audio volume – press **OK** to adjust the volume.

Technical – press **OK** to see technical information about the call.

Want to change the layout of your video call?

There is a choice of screen layout options. The default option is to show a large picture of your caller and a small one of yourself. This is called Picture in Picture.

You can select a different view for the duration of your call or set an alternative as the default setting. See **Video call view** page 45.

Call timer

The duration of your call is shown in the display during a call in side by side modes and for a few seconds after you hang up in all modes.

16 Using the phone

Receiving a video call

The display shows , the caller's number or their name if the number is listed in your phonebook along with a picture if one has been assigned and Home, Work or Mobile depending on which number the call is from.

Make sure the Privacy shutter is open.

1. To answer the call as a video call press . Your image will be sent and you will see the caller.

If you answer the call by lifting the handset or pressing , you can speak to the caller and see their image but they can't see you. To send your image, press the  button.

2. Replace the handset or press  to hang up.

Adjust the screen layout during a call.

1. During a video call, press  to change the screen layout.

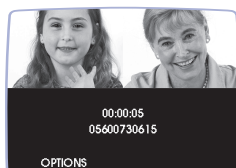
Picture in Picture



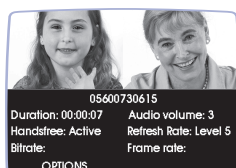
Main View



Side by Side – simple



Side by Side – technical



Take a picture of your caller

During your video call, press .

When you are ready to take the picture, press **CAPTURE**.

Press **SAVE** to keep the image or **DELETE** to reject it.

Press **BACK** to return to the normal view.

View photos

Once you have taken the picture, it is stored in the Taken Photos folder of the Images & Sounds menu. See page 32.

To take a photo of yourself see page 36, to adjust the quality of image, see page 37.

Access the phonebook during a call

You can look up numbers or add numbers to your phonebook.

1. During a call, press **OPTIONS**, **Phonebook** is highlighted.
Press **OK**.

18 Using the phone

2. Scroll  or  to the option you want and press **OK**.
3. Press **BACK** to return to your call.

Adjust the refresh rate during a call

This adjusts the picture quality. A higher refresh rate means a smoother moving image but the picture quality will be slightly lower.

1. During a call, press **OPTIONS**, **Phonebook** is highlighted. Press **OK**.
2. Scroll  or  to set the refresh rate you prefer and press **OK**.
3. Press **BACK** to return to standby.

Display technical information during a call.

This is generally used to supply information, if requested, to the Helpdesk.

1. During a call, press **OPTIONS**, and scroll  or  to **Technical information**. Press **OK**. The information screen is displayed.
2. Press **BACK** to return to the options screen.

Make a voice call

1. Lift the handset and enter the number.

Or

Preparatory dialling

1. Enter the number first. If you make a mistake, press **Delete** to delete the last digit. Or press  or  to move the cursor to the right of the digit you want to correct then press **Delete**.
2. The **OPTIONS** menu is displayed.

Press **OPTIONS** to:

Save number in Phonebook – store a number with a name

Withhold my number – prevents your number being seen by the person you are calling by adding 141 to the front of any digits you have entered.

Display my number – if your number is normally withheld, this enables your number to be sent by adding 1470 to the front of any digits you have entered.

3. Lift the handset or press . The number is dialled.

Options during a voice call

During a voice call press **OPTIONS** and scroll  or  if necessary to:

Phonebook – press **OK** to store an entry during the call.

Audio volume – press **OK** adjust the volume.

Received calls – press **OK** display a list of received calls.

Dialled calls – press **OK** to display a list of dialled calls.

Technical information – press **OK** to display technical information.

20 Using the phone

Make a handsfree voice call

1. Enter the number first then press .

Please note

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

Switch between receiver and handsfree

1. During a call, press  to put the call on the loudspeaker. Lift the handset during a handsfree call to listen privately.

End a call

1. Replace the handset or if using handsfree, press .

Please note

Your BT Videophone is set to give different ringtones for video calls and voice calls. To change the ringtone, see page 25.

Receive a voice call

When the phone rings, the screen displays **Incoming voice call** and the caller's number. If the number is stored in your phonebook the name is displayed. When you answer the call you will see if it is a Home, Work or Mobile number.

1. Lift the handset or press  to take the call handsfree.

If you try to answer a voice call by pressing the  button, the voice call starts.

Please note

When you receive a call and the caller's name is stored in the phonebook, their name is displayed instead of the number. If you have assigned a picture to the phonebook entry this will be shown as well.

Technical information

During a voice or video call, one of the choices in the Options menu is Technical Information. This is normally only used to provide information to the Helpdesk.

IMPORTANT

If your call is not answered it will either divert to the network 1571 answering service (if being used) or **Number Unavailable** is displayed and the phone returns to standby.

Redial

Your handset automatically saves the last 20 numbers dialled in a redial list.

1. Press . The last number called is displayed.
2. If required, scroll  or  to number you want.
3. To make a voice call, press  or lift the handset. To make a video call press .

Secrecy

During a call, you can talk to someone nearby without your caller hearing you.

1. During your call, press . Your caller cannot hear you, although you can hear them.

If it is a video call, the screen image is also blanked for your caller, and your screen displays .

2. Press  again to resume your call.

Adjust volume during a call

1. During the call, press  or  to change the volume.

Phonebook

Opening the phonebook

1. In standby, press Phonebook option button.

Or

2. Press **MENU**, scroll  to  and press **OK**.

Or

3. During a call, press **OPTIONS**. Scroll  to **Phonebook** and press **OK**.

Add a new entry

Each entry can hold a home, work and mobile number as well as an email address.

1. Open the Phonebook menu and scroll  to **Add Contact**. Press **OK**.
2. Enter the name and press **Next**.
3. Enter the home number if required and press **Next**.
4. Enter work and mobile numbers press **Next** each time.
5. Enter an email address if required and press **Next**.
6. Save is highlighted, press **OK** to save the entry.

Or

*to select a specific ringer melody to be played when a call is received from this person. Scroll  to **Melody** and press **OK**.*



Scroll  or  to select the type of ringer melody you want:

[Videophone melodies](#) – to select from the pre-set tones

[Recorded audios](#) – from recordings you have made

[New audio](#) – to record a ringtone sound

Press **OK**. Follow the on-screen prompts to set the melody.

Press **Assign** then **Back** to return to standby.

to add an image to be displayed when a call is received from this person.

Scroll  to [Image](#) and press **OK**.



Scroll  or  to select image you want:

[New](#) – to take a photo,

[Taken Photos](#) – to select from the gallery.

[Videophone Images](#) – to select from a photo taken of your caller.

Press **OK**. Follow the on-screen prompts to set the melody.

Press **OK** then **Back** to return to standby.

Phonebook icons

The phonebook displays icons to show what contact methods have been stored



= home number



= work number



= mobile number

24 Phonebook

Dial from the phonebook

1. Open the Phonebook menu then press **OK** to select **Find**.
2. Scroll  or  to the entry you want.
3. To dial, press  OR  OR lift the handset. If there is only one number stored it will be dialled. If there are two or more numbers stored they are displayed. Press  or  to the number you want and press **Call**.

Search for an entry alphabetically

1. Open the Phonebook menu.
2. You can enter the first the name and press **OK** to display the first name beginning with that letter.
3. If necessary, scroll  or  to the entry you want.
4. To dial, press  OR  OR lift the handset. If there is only one number stored it will be dialled. If there are two or more numbers stored they are displayed. Press  or  to the number you want and press **Call**.

Edit an entry

1. Open the Phonebook menu.
2. Scroll  or  to **Modify** and press **OK**. Scroll  or  to the entry you want.
3. Press **Modify**. Scroll  or  if required to the part of the entry you wish to edit: name, home, work, mobile, email, image or melody.
4. Press **OK** and make the change you need and press **SAVE**.
5. Scroll  or  to the next part of the entry you wish to change and press **OK**.
6. Press **BACK** to return to standby.

Delete an entry

1. Open the Phonebook menu.
2. Scroll  or  to **Modify** and press **OK**. Scroll  or  to the entry you want.
3. Press **Modify**. Scroll  or  if required to the part of the entry you wish to edit: name, home, work, mobile, email, image or melody.
4. Scroll  or  to **Delete** and press **OK**.
5. Scroll  or  to the entry you want to delete.
6. Press **Delete** then **Yes** to confirm or **No** to cancel.
7. Press **BACK** to return to standby.

Assign a ringtone and image to an entry

1. Open the Phonebook menu.
2. Enter the first letter of the name and press **OK**. Scroll  or  to the entry you want and press **OK**.
3. Scroll  or  to **Modify** and press **OK**.
4. Scroll  or  to **Melody** and press **OK**.
5. Scroll  or  to select the type of ringer melody you want:
 - Videophone melodies** – press **OK** then scroll  or  to select the melody then press **Assign**.
 - Recorded audios** – press **OK** then scroll  or  if required to select the melody from recordings you have made then press **Assign**.
 - New audio** – press **OK**, press **Record** to begin recording (maximum 20 seconds). Press **Stop** to end recording. Press **Back**.
6. Scroll  or  to **Image** and press **OK**.
 - Scroll  or  to select image you want:
 - New photo** – to take a photo

26 Phonebook

Taken Photos – press **OK** then scroll  or  through the list. When the image you want is displayed, press **Assign**.

Videophone Images - to select from a photo taken of your caller. Press **OK** then scroll  or  through the list. When the image you want is displayed, press **Assign**.

Press **OK** then **Back** to return to Standby.

Copy entries from a SIM card

You can copy entries from a SIM card.

1. Insert SIM card into the SIM card tray on the side of your BT Videophone 1000.
2. If the SIM PIN is active you will be asked to enter it. Enter SIM PIN code and press **OK**.
3. Open the Phonebook menu, scroll  or  to **Copy from SIM** and press **OK**.
4. Press **OK** to select **All Entries** to copy all the phonebook entries, then press **Copy**. The phonebook is copied.

Or

Scroll  to **Some Entries** to choose the entries you want to copy then press **OK**. Press **Select** to choose the entry or **Deselect** to ignore the entry.

Press **Copy** to copy all the selected entries.

Press **BACK** to return to the previous menu level.

If the name is already stored:

Press **VIEW** to see the existing entry then press **Replace** and scroll  or  to the number entry you want to replace and press **OK** to insert the new entry. Or press **Ignore** to cancel.

If the phonebook becomes full during copying, all entries copied up to that point are saved.

Please note

If you enter the SIM PIN incorrectly and it becomes locked, you will need to contact your mobile phone supplier to unlock it.

Call lists

Your BT Videophone 1000 lets you view details of:

- Received calls – calls that have been answered
- Missed calls – calls that have not been answered
- Dialed calls – calls made from your BT Videophone 1000. The last 20 numbers are stored.
- Delete calls list – allows you to delete all or any of the above lists.

Up to 20 entries can be stored in each of the Received and Missed calls lists.

Open the Call Lists menu

1. Press **MENU**. **Call Lists** is highlighted. Press **OK**.

Missed calls

1. Open the Call Lists menu and press **OK** to access **Missed Calls**.
2. Press **OK** to see a list of missed calls. If the caller's number is stored in the Phonebook, the name is displayed.

Please note



indicates a voice call.



indicates video call.

A red icon indicates a new missed entry

A blue icon indicates that the entry is old and has been viewed

3. Press **OPTIONS** to access the following:

Details – press **OK** to see the time and date of the call and their number (if a name is displayed).

Save in Phonebook (displayed if the number isn't in the phonebook already) – scroll  to **Save in Phonebook** and press **OK** to create a new entry or add to existing entry.

Delete – scroll  to **Delete** the call from the lists and press **OK**. Press **Yes** to confirm or **No** to cancel.

28 Call lists

Call – scroll  to **Call** and press **OK** to dial the number.

Withhold my number – This dials the prefix 141 when you ring this caller back to prevent your number being displayed. Scroll  to **Withhold my number** and press **OK**. Press **CALL** to dial.

Display my number – if your number is usually withheld, this option adds the prefix 1470 when you ring this caller back so that you number is displayed. Scroll  to **Display my number** and press **OK**. Press **CALL** to dial.

4. Press **BACK** to return to standby.

Received calls

1. Press  when the phone is in standby.

Alternatively, open the Call Lists menu. Scroll  to **Received Calls**.

2. Press **OK** to see a list of received calls. If the caller's number is stored in the Phonebook, the name is displayed.
3. Press **OPTIONS** to access the following:

Details – press **OK** to see call details.

Save in Phonebook (displayed if the number not already in the phonebook) – scroll  to **Save** in phonebook and press **OK** to create a new entry or add to existing entry.

Delete – scroll  to **Delete** the call from the lists and press **OK**. Press **Yes** to confirm or **No** to cancel.

Call – scroll  to **Call** and press **OK** to dial the number.

Withhold my number – This dials the prefix 141 when you ring this caller back to prevent your number being displayed. Scroll  to **Withhold my number** and press **OK**. Press **CALL** to dial.

Display my number – if your number is usually withheld, this option adds the prefix 1470 when you ring this caller back so that you number is displayed. Scroll  to **Display my number** and press **OK**. Press **CALL** to dial.

4. Press **BACK** to return to standby.

Dialled calls

1. Press  when the phone is in standby.

Alternatively, open the Call Lists menu. Scroll  to **Dialled Calls**.

Please note



indicates a voice call.



indicates video call.

2. Press **OK** to see a list of dialled calls. If the caller's number is stored in the Phonebook, the name is displayed. Other things:
The icon shows whether the call was a voice or video call.

3. Press **OPTIONS** to access the following:

Details – press **OK** to see call details.

Save in Phonebook – scroll  to **Save** in phonebook and press **OK** to create a new entry or add to existing entry.

Delete – scroll  to **Delete** the call from the lists and press **OK**. Press **Yes** to confirm or **No** to cancel.

Call – scroll  to **Call** and press **OK** to dial the number.

Withhold my number – This dials the prefix 141 when you ring this caller back to prevent your number being displayed. Scroll  to **Withhold my number** and press **OK**. Press **CALL** to dial.

Display my number – if your number is usually withheld, this option adds the prefix 1470 when you ring this caller back so that your number is displayed. Scroll  to **Display my number** and press **OK**. Press **CALL** to dial.

4. Press **BACK** to return to standby.

30 Call lists

Delete calls list

You can delete all entries in one of the Call Lists or all entries in all Call Lists.

1. Open the Call Lists menu and scroll  to [Delete Calls List](#).
2. Press **OK**. If required scroll  to the list you want or choose [All Calls](#).
3. Press **OK**. Press **Yes** to confirm or **No** to cancel.
4. Press **BACK** to return to standby.

BT Services

Your BT Videophone 1000 menu gives you quick access to a range of useful services.

1571 answering service

You will be able to check for voicemail messages by pressing  when your phone is in standby mode.

BT 118500

Dials 118500 for BT's directory enquiries service.

Withhold my number

Puts 141 before the next number you dial, so that your phone number is withheld.

Display my number

If your number is normally withheld, this puts 1470 before the next number you dial so that your phone number is displayed.

Using the BT Services Menu

1. Press **MENU**, scroll  to  and press **OK**.
2. Scroll  if required to select from the following options:
 - 1571** – press **OK**. The BT answering service is dialled. Follow the voice prompts to play, repeat and delete your messages.
 - BT 118500** – press **OK** to dial BT Directory Enquiries.
 - Withhold my number** – puts 141 before the next number you dial. Press **OK** and enter the rest of the number before dialling.
 - Display my number** – puts 1470 to the next number you dial. Press **OK** and enter the rest of the number before dialling.
3. Press **BACK** to return to standby.

Images & Sounds

Open the Images & Sounds menu

1. From standby, press **MENU** and scroll  or  to **Images & Sounds**.
2. Press **OK**. The menu is displayed.

Images
Sounds
Delete

Take a photo

1. Open the Images & Sounds menu and press **OK** to select **Images**.
2. Scroll  to **New Photo**. The camera image is displayed.
3. Press **Capture** to take the photo then press **Save** or **Delete**
Or press **Options** to select from:
Camera Timer – press **OK** then **Start** for a 10 second time
countdown.
Quality – to select High, Medium or Low.
4. Press  to return to the previous menu level without taking a picture.

Using the photo gallery

1. Open the Images & Sounds menu and press **OK** to select **Images**.
2. Scroll  to **Taken photos** and press **OK**
3. Scroll  or  through the images.

When viewing a photo press **OPTIONS** to select from:

Set as background – press **OK** to use the photo as your background image on the standby screen.

Assign to phonebook entry – press **OK** and enter the first letter of the entry you want. Press **OK**. Scroll  or  to the exact entry and press **Assign**. When you receive a call from that person, the image will be displayed.

Delete – to delete the image.

Rename – to change the name of the image

Sort – press **OK** then choose **By name** or **By size** or **By date** to set the order of the photos.

Details – press **OK** to see the name, date, file size and image size of the photo.

4. Press **BACK** to return to standby.

Using videophone images

You can use images pre-stored on your Videophone.

1. Open the Images & Sounds menu and press **OK** to select Images.
2. Scroll  to **Videophone images** and press **OK**.
3. Scroll  or  through the images.

When viewing a photo press **OPTIONS** to select from:

Set as background – press **OK** to use the photo as your background image on the standby screen.

Sort – press **OK** then choose **By name** or **By size** or **By date** to set the order of the photos.

Details – press **OK** to see the name, date, file size and image size of the photo.

34 Images & Sounds

Record an audio clip

1. Open the Images & Sounds menu. Scroll  to **Sounds** and press **OK**.
2. Scroll  to **New audio** and press **OK**.
3. Press **Record** to begin and **Stop** to end. Maximum length 20 seconds. The audio clip is played back.
4. Press **Save**. The audio clip is played back.
5. Press **BACK** to return to standby.

Using recorded audio clips

1. Open the Images & Sounds menu, scroll  to **Sounds** and press **OK**.
2. Scroll  to **Recorded audios** and press **OK**.
3. Scroll  or  through the audio clips to the one you want.

When listening to an audio clip press **OPTIONS** to select from:

Set as voice call ringtone – press **OK** to use the audio clip as the phone's ringtone for incoming voice calls.

Set as video call ringtone – press **OK** to use the audio clip as the phone's ringtone for incoming video calls.

Assign to Phonebook entry – press **OK** and enter the first letter of the entry you want. Press **OK**. Scroll  or  to the exact phonebook entry and press **OK**. When you receive a call from that person, the sound will be played as the ringtone.

Delete – to delete the clip.

Rename – to set or change the name of the clip

Sort – press **OK** then choose **By name** or **By size** or **By date** to set the order of the audio clips.

Details – press **OK** to see the name, date and file size of the clip.

4. Press **BACK** to return to standby.

Please note

If you don't hear any sound when playing a ringtone, sound clip or video, adjust the volume level

Deleting all files in an Images or Sounds folder

This menu option lets you delete all images in a folder. To delete an individual image, sound or video, use the options menu available when playing the individual file.

1. Open the Images & Sounds menu, scroll  to **Delete** and press **OK**.
2. Scroll  to the option you want – **Taken photos** or **Recorded audios**, and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

Camera

The multimedia button menu lets you take a photo of yourself or your caller and store them in the photo gallery or assign them to entries in the directory.

Take a photo of you or your caller

You can set a photo as your background or assign it to the Phonebook so that it will be displayed when your caller rings again.

1. Press . The camera is switched on.
2. Press **CAPTURE** to take the picture then **Save** or **Delete**.

Or

press **OPTIONS** to set the 10 second Camera timer – press **Start** to begin the countdown or **Back** to cancel.

When you have taken the photo, press **OPTIONS** to:

Set as background – press **OK** to have your picture saved as the normal screen background.

Assign to Phonebook entry – press **OK** to assign your photo to an entry in the phonebook so that it appears on screen when that person rings.

Delete – press **OK** to delete the photo.

Rename – press **OK** to set a name for the photo.

Sort – press **OK** to set the order of your photos **By name**, **By size** or **By date**.

Details – press **OK** to see information about the photo

3. Press **BACK** to return to standby.

Select picture quality

1. Press  the press **OK**.
Press **OPTIONS** and scroll  to **Quality**
2. Press **OK** and choose **High**, **Medium** or **Low Picture quality**.
3. Press **OK** to select the option you want.
4. Press **BACK** to return to the previous menu level.

Please note

Press  at any time to cancel a step.

Phone Settings

Open the phone settings menu

1. Press **MENU**, scroll  or  or  or  to **SETTINGS** and press **OK**.
2. Press **OK** to select **Phone Settings**.

Set ringer melody

This also lets you record your own ringer melody.

1. Open the Phone Settings menu.
2. Press **OK** to select **Ringing**.
3. Press **OK** for **Ringtone for voice calls** or scroll  to **Ringtone for video calls** then press **OK**.
4. Scroll  or  to select the option you want:

to select a pre-stored melodies

Videophone melodies – the first melody is played. Scroll  or  to hear each melody. Press **Set** to use or **Back** to return to the previous level.

to set your own recorded melody

Recorded audios – press **OK**. The first recorded melody is played. Scroll  or  to hear any other recorded melodies.

Press **Set** to use the ringer melody or **Back** to return to the previous level.

to record a new ringer melody

New audios – press **OK** then **Record** to start. Press **Stop** to end recording then **Save** to keep the recording or **Delete** then **Yes** to cancel. Press **Back** to return to standby.

Set ringer volume

There are 5 volume levels and Ringer Off.

1. Open the Phone Settings menu.
2. Press **OK** and scroll  to **Audio Volume**.
3. Scroll  or  to set the new volume and press **OK**.
If the ringer is set to Off the standby screen shows .
4. Press **BACK** to return to standby.

Display settings

Personalise how your BT Videophone 1000 screen looks.

Wallpaper

1. Open the Settings menu.
2. **Phone settings** is highlighted. Press **OK**.
3. Scroll  to **Display** and press **OK**.
4. Press **OK** to select **WallPaper** and select from the following options:

to choose from photos

New Photo – if you want a new photo, press **OK**.

Taken Photos – press **OK**. Scroll  to **Taken Photos** then press **OK** to view existing photos. Press **Set** to use the photo or **Back** to return to standby.

to choose a pre-set image

Videophone image – press **OK** then scroll  or  through the images. Press **Set** to use the photo or **Back** to return to standby.

40 Phone Settings

Menu colour

1. Open the Phone Settings menu.
2. Scroll  to **Display** and press **OK**.
3. Scroll  to **Menu Colour** and press **OK**.
 Scroll  or  to select and see the different colours – blue, orange, purple. Press **OK** to set colour.
4. Press **Back** to return to standby.

Screen-saver

When switched on, the screen will turn itself off after a set length of time. Default setting is off.

1. Open the Phone Settings menu.
2. Scroll  to **Display** and press **OK**.
3. Scroll  to **Screen saver** and press **OK**.
4. Press **Yes** to enable or disable screen saver.
5. Enter standby time before the screen saver starts (Minutes/Seconds) and press **OK**.
6. Press **Back** to return to standby.

Technical

View technical details

This can be used to provide useful information if you need to call the Helpdesk. It will include information about the hardware and software versions in use, your IP address, BT Broadband Talk telephone number and MAC address.

1. Open the Phone Settings menu.
2. Scroll  to **Technical** and press **OK**.
3. **Technical Information** is highlighted. Press **OK**
4. Details about your BT Videophone 1000 are displayed.
5. Press **Back** to return to standby.

Software upgrades

Automatic checks

Your BT Videophone 1000 will automatically check for software updates on a regular basis.

When checking for updates the display shows Checking for new updates. No user input is required.

Check for software updates manually

1. Press **MENU**, scroll  or  or  or  to **SETTINGS** and press **OK**.
2. Press **OK** to select **Phone Settings**.
3. Scroll  to **Technical** and press **OK**.
4. Scroll  to **Check for Software Update**. Press **OK**. Wait until the check is completed.
5. Press **Back** to return to standby.

For information about upgrades and instructions on new features, go to www.bt.com/broadbandtalk/video

Please note

If your BT Videophone 1000 is disconnected from the power supply it will automatically check for new software upgrades within 2 hours of being connected to mains power again.

If the download progress bar stops

If your BT Videophone 1000 experiences problems during the software update, the download progress bar will stop. To reset your phone, disconnect it from the mains power and the Ethernet cable for a few seconds, then plug them in again. If there is a connection problem, this will be shown on-screen.

Cancel upgrade

While downloading any upgrade, if you need to use the phone urgently, press **Cancel** then **Yes** to confirm. The phone returns to standby

Reset

You can restore the original settings to:

- Phonebook
- Phone Settings
- System

Reset phonebook

This will delete all the entries in the phonebook

1. Open the Phone Settings menu.
2. Scroll  to **Reset** and press **OK**.
3. Press **OK** to select **Reset Phonebook**.
4. Press **Yes** to confirm or **No** to cancel
5. Press **BACK** to return to standby.

Reset settings

This will change all of the personalised settings on the phone back to their default state.

1. Open the Phone Settings menu.
2. Scroll  to **Reset** and press **OK**.
3. Scroll  to **Reset settings** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press **BACK** to return to standby.

Reset system

This will restore your BT Videophone 1000 to its original settings and you will need to re-connect and register your BT Broadband Talk connection again. Phonebook entries and all images and sound folders that you have saved are deleted. All settings are returned to their default state.

44 Software upgrades

1. Open the Phone Settings menu.
2. Scroll  to **Reset** and press **OK**.
3. Scroll  to **Reset system** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel
5. Press **BACK** to return to standby.

Video settings

Open the Video settings menu

1. Press **MENU**, scroll to **SETTINGS** and press **OK**.
2. Scroll  to **Video settings** and press **OK**.

Video call view

This menu lets you set the standard image style for video calls. The default setting is Picture in Picture.

1. Open the Video settings menu and press **OK** to select **Video call view**.

Scroll  or  to:

Picture in Picture – see a small image of yourself in the bottom right corner



Full screen remote – your caller in full screen



46 Video settings

Side by side simple – you and your caller with basic information about your call displayed



Side by side technical – you and your caller, this time with more technical call information displayed.



2. Press **OK** to select
3. Press **BACK** to return to standby.

Refresh rate

This adjusts the picture quality. A higher refresh rate means a smoother moving image but the picture quality will be slightly lower.

There are 6 levels.

1. Open the Video settings menu, scroll  or  to **Refresh rate** and press **OK**.
2. Press  or  to adjust the setting then press **OK**.
3. Press **BACK** to return to standby.

Network settings

IMPORTANT

You will not normally need to use these options unless advised to change the settings by the Helpdesk.

Open the network settings menu.

1. Press **MENU**, scroll to **SETTINGS** and press **OK**.
2. Scroll  to **Network Settings** and press **OK**.

IP Address

1. Open the Network Settings menu and press **OK**.
2. Press **OK** to select **IP Address**.

to set Dynamic Address (DHCP)

Press **OK**. Dynamic Address (DHCP) is set.

to set Static Address

Scroll  to **Static Address** and press **OK**.

IMPORTANT

If you set the IP address to Static Address, you will need to provide the IP Address, Net Mask, Gateway Address and DNS Address.

Bandwidth profile

1. Open the Network Settings menu and press **OK**.
2. Scroll  to **Bandwidth Profile** and press **OK**.
3. Press **OK** to select **High** or scroll  or  to **Medium**, **Low** or **Custom** then press **OK**.

48 Network settings

Custom

Bandwidth profile sets the maximum amount of bandwidth that will be allocated to the videophone services.

Low – 100kb

Medium – 150kb

High – 180kb (Factory default setting)

Custom – Anything between 100kb and 240kb

Internet congestion may mean that the level set may not be reached.

Service Re-registration

1. Open the Network Settings menu and press **OK**.
2. Scroll  to **Service Re-registration** and press **OK**.
3. Display shows **Checking cable connection**. Follow the on-screen prompts until re-registration is complete.

Alarm clock

Open the Alarm clock menu

1. Press **MENU** then scroll  to Alarm clock menu and press **OK**.
You can also find Alarm clock in the Phone Settings menu.

Set reminder alarm call

1. Open the alarm clock menu and press **OK** to select **Set**. The first time you do this the display shows **Date and time not set**.
2. Press **Set**
3. Enter the date (DD/MM/YYYY) and press **OK**
4. Enter the time (HH:MM) using the 24 hour format e.g. 2.30pm =14.30. then press **OK**.

Set reminder alarm call and add a note

The note is displayed when the alarm goes off.

1. Open the alarm clock menu and press **OK** to select **Set**.
2. Enter the date of your event and press **OK**
3. Enter the time of your event and press **OK**.
4. Write in details of your event and press **OK**.

When the alarm goes off

The screen will display the details you have entered.

If you press the Snooze option, the alarm stops and will go off again 5 minutes later.

Delete reminder alarm call

1. Open the alarm clock/agenda menu, press  to **Delete** and press **OK**.

50 Alarm clock

2. Press **Yes** to confirm or **No** to cancel.
3. Press **BACK** to return to standby.

Switch alarm off

1. Open the alarm clock/agenda menu, press  to **Disable** and press **OK**.
2. Press **Yes** to confirm or **No** to cancel.
3. Press **BACK** to return to standby.

Switch alarm on

1. Open the alarm clock/agenda menu, press  to **Enable** and press **OK**.
2. Press **Yes** to confirm or **No** to cancel.
3. Press **BACK** to return to standby.

Help

Phone does not work / No display

Check that the phone is connected to the mains correctly and that the power is switched on at the mains plug.

Speech breaks up during a video call or poor video.

Are there other people making voice calls on other phones connected to the Broadband Talk number? You may have too many people using the same broadband line. The number of calls you can make at the same time can vary depending on your Broadband bandwidth.

Unable to register to BT Broadband Talk.

If registration fails. Check that you have entered account details in correct format. The letters are case sensitive. To switch between Upper Case and Lower Case letters when entering the password, press .

If you continue to have problems, call the Helpdesk on: 0800 028 3228.

Lost your BT Broadband Talk phone number and password

Call the Helpdesk on: 0800 028 3228.

Can't make calls

Have you subscribed to BT Broadband Talk and set up the videophone to connect to the service? Or connected it and now it isn't working.

Haven't got a spare Ethernet port on your router/hub?

You will either need to get an expansion socket, remove one of the other cables or buy a router/hub with more sockets.

Can't make video calls?

When dialling you have to press  to start a call as a video call.

Other person can't see my video

Make sure the privacy shutter is open (page 13) and that you haven't switched secrecy on (page 21)

Broadband connection problems / Display tells me I have a network connection problem

Call the Helpdesk on 0800 028 3228

Can't connect the videophone to your BT Broadband Talk account.

Have you entered the correct phone number and password? Try going the registration process once more and enter them again

The software download progress bar has stopped

Reset your phone by disconnecting it from the mains power for a few seconds, then plug it in again. If there is a connection problem, this will be shown on-screen.

Ringer does not sound

Have you set the ringer volume to Off? To adjust the ringer volume, see Set ringer volume, page 39.

If you still experiencing difficulties, please call the Bt Videophone 1000 Helpdesk on 0800 028 3228.

General sales enquiries

- BT Residential lines – call 150. BT Business lines – call 152.
- For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).

Billing enquiries

- Refer to the telephone number shown on your BT Broadband Talk telephone bill.

General information

IMPORTANT

This equipment is not designed for making emergency telephone call when the power fails. Alternative arrangements should be made for access to emergency services.

Safety information

- Only use the power supply suitable for the BT Videophone 1000. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- The item code for the base mains power supply is 027101.
- Do not open your BT Videophone 1000. This could expose you to high voltages or other risks. Contact the Helpdesk on 0800 028 3228 for all repairs.

Cleaning

- Clean the BT Videophone 1000 with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may become warm so we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power during an electrical storm.

Product disposal instructions



- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

- When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

54 General information

Product disposal instructions for business users

- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.
- If you experience any problems, please call the Helpdesk on 0800 028 3228

Guarantee

Your BT Videophone 1000 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Videophone 1000 or any component thereof, which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than

through approved agents.

- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 51 or contact the Helpdesk on 0800 028 3228 for assistance. In the unlikely event of a defect occurring, please follow the Helpdesk's instructions for replacement or repair.

Outside of the 12 month guarantee period:

- If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.
- We recommend that you contact BT's approved repair agent Helpdesk Solutions on 08702 405029 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the power supply unit.

(Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

For your records

Date of purchase:

.....

Place of purchase:

.....

Serial number:

.....

For guarantee purposes proof of purchase is required so please keep your receipt.

Declaration of Conformance

Hereby, SunCorp declares that this BT Videophone 1000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Videophone 1000 is published on the website: <http://www.suncorptech.com/bt>



Visit us at www.bt.com

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2006.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
BT Videophone 1000 Issue 1 (05/06) 2
Designed and produced by The Art & Design Partnership Ltd.
Printed in China

